

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO)

For Technology Services

Issued By

MN.IT @ DHS

Project Title: MNsure Application Project – BCM/DR Systems Analyst

Category:

- **Systems Analyst: One (1) resource (to act as a Business Continuity and Disaster Recovery Planner)**

Business Need

MN.IT @ DHS is issuing this Request for Offers (RFO) to procure the services of one (1) Systems analyst. The resource must have strong experience in large and complex government systems developing all facets of a Continuity of Operations Plan (COOP), Disaster Recovery (DR), and High Availability plan.

The Business Continuity Management/Disaster Recovery (BCM/DR) Systems Analyst resource will work with State staff to create a full scale COOP and DR plan for all facets of the MNsure application under the DHS domain. HIPAA, Federal Tax Information (FTI), various other privacy laws and new State guidelines and standards regarding continuity and recovery must be adhered to when creating this continuity and recovery plan.

Project Deliverables

Business Continuity of Operation Plan

Assessment and prioritization of the business functions that will be recovered by completing a Business Impact Analysis (BIA) and a Threat and Risk Assessment (TRA).

Risk assessment including, but not limited to: physical security, identity access management, backup systems, data security, identifying systems supporting mission critical functions, identifying risks/vulnerabilities, and assessing probability of system failure or disruption of service.

Strategic outline for recovery including, but not limited to: quantifying processing requirements, detailing workflow steps for critical business functions, identifying all systems and applications that make up and support MNsure, identifying minimum requirement/replacement needs and alternate methods to perform critical business functions during a disruption, identify critical staff and staff needed to work on recovery, create a communication plan, orders of succession, determine Recovery Time Objectives (RTOs), Recovery Point Objectives (RPOs), risk management, continuity testing, and contingency planning.

Disaster Recovery Plan

Recovery requirements for all assets/components that make up and support the critical functions of the MNsure system as defined in the COOP, on and off site failover plans using cold, warm, hot, alternate, and commercial sites and options, disaster recovery strategy, testing and exercise program and plan, and ongoing maintenance program.

High Availability Plan

Identify HA needs and solutions and all other components of a high availability plan including but not limited to costs, durations, risk assessment, prioritization of functions/services, a recovery path, failover, recovery tests, a maintenance plan, physical/logical architectural plan of current state and future state, and an infrastructure road map providing strategic direction and life cycle for the MNsure application.

Project Milestones and Schedule (Tentative)

- Anticipated Project Start Date: December 1, 2015
- Anticipated Project End Date: May 21, 2016

Project Environment

The BCM/DR resource will need to interface with a variety of individuals both on other project teams and individuals outside project teams that may have a vested interest and can offer information pertaining to the project including:

- Architects
- DHS and MN.IT continuity and recovery staff
- Project Managers
- Business Analysts
- Systems Analysts
- Program/Project Managers
- Database Administrators
- Information Technology Group
- MNsure Business staff
- DHS Business staff
- MN.IT employees
- External vendors
- Stakeholder community including the counties and health care provider organizations
- Other agency team members

Project Requirements

Requirements include, but are not limited to:

- All work will be done at offices in St. Paul, MN unless otherwise arranged
- Work must comply with the Statewide Enterprise Architecture
- State and Federal recovery requirements for DHS must be adhered to
- Work must comply with the State's Enterprise Security Policy and Standards
- Work must comply with Statewide Project Management Methodology
- Work must comply with applicable industry/agency standards
- Resources must be able to work independently, with little or no supervision
- Deliverables must use MN.IT Services approved COOP and DR templates where applicable
- SunGard's business continuity software, Assurance, will most likely be used as the business continuity software

Responsibilities of the Systems Analyst resource:

Systems Analyst: One (1) resource (to act as a Business Continuity and Disaster Recovery Planner)

Responsibilities include, but are not limited to:

- Work with the cross-matrix group of IT staff, business analysts, continuity and recovery staff to analyze and gather MNSure technical, business, data backup, resource, and prevention information to successfully deliver a comprehensive Business Continuity Plan, Disaster Recovery, and High Availability plan
- Perform analysis and create documentation as required for any related deliverables for the MNSure IT system
- Work with State staff who have expertise in the areas of operations, technology, program and legal policy, business, etc. to gather information for the deliverables
- Transfer knowledge to MN.IT@DHS staff

Required Skills (to be scored as pass/fail)

The following skills are required for resource(s) being submitted. These are scored as pass/fail.

Systems Analyst (1 resource)

- Three (3) years' experience in a Systems Analyst role planning and developing comprehensive COOPs, DR, and High Availability plans for enterprise information systems, supporting 5000 or more users with critical applications
- Three (3) years' experience with enterprise information systems, supporting 5000 or more users in complex IT departments
- Either a BS or BA degree (4 year) with five (5) years' experience as a Systems Analyst [or in lieu of a Bachelor's degree have a two-year Associates degree with seven (7) years of experience as a Systems Analyst]

Desired Skills

Subject to the Request for Offers evaluation process, points will be scored based on the following criteria if the required skills are met:

Systems Analyst (1 resource)

- Two (2) years' experience with health insurance programs/Affordable Care Act
- Certification through an established Business Continuity, Disaster Recovery, or Risk Management regulatory body such as DRII, BCI, or RMA
- At least three (3) engagements lasting a minimum of three (3) months each in a Systems Analyst role developing and delivering comprehensive COOP, DR, and HA plans
- Two (2) years' working experience in complex IT multi-vendor or multi-team IT environment
- Two (2) years' experience using business continuity software which houses recovery documentation about people, assets and applications, generates dynamic reports and dashboards, generates call lists and notifies employees, charts dependencies, etc.
- ITIL Foundation Certification

Process Schedule (Tentative)

Deadline for Questions	10/21/2015, 12:00 p.m. (noon) CT
Anticipated Posted Response to Questions	10/23/2015, 12:00 p.m. (noon) CT
Proposals/Resumes due	10/30/2015, 4:00 p.m. CT
Anticipated proposal/resume evaluation begins	11/06/2015, 8:00 a.m. CT
Anticipated proposal/resume evaluation & decision	11/30/2015, 12:00 p.m. (noon) CT

Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Chris Webber, Application Support DBA supervisor
Organization: MN.IT @ DHS
Email Address: Christopher.t.webber@state.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

RFO Evaluation Process

- Desired Skills (70%)
- Cost (30%)

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Submission Format

The proposal should be assembled as follows:

1. Cover Page

Master Contractor Name
Master Contractor Address
Contact Name for Master Contractor
Contact Name's direct phone/cell phone (if applicable)
Contact Name's email address
Resource (Consultant's) Name being submitted

2. Overall Experience

- For each proposed resource, copy and complete the following matrix. Fill in the blanks with the information requested for each resource.
- The page after the completed matrix will include the resource resume. Resume Requirements: - Do not exceed five (5) pages. - **All experience described in the matrix must also be on the resume.** Include dates worked, company name, and whether the resource was an employee or contractor.
- List three (3) references who can speak to the resource's work on a similar project. Include the company name and address, reference name, reference email, reference phone number, and a brief description of the project this resource completed.

RESPONSE MATRIX FOR EACH CATEGORY		
	Systems Analyst	Maximum resumes: Two (2)
	Systems Analyst REQUIRED SKILLS	Provide company name, dates, and details where the resource demonstrates the skills
1	Three (3) years' experience in a Systems Analyst role planning and developing comprehensive COOPs, DR, and HA plans for enterprise information systems, supporting 5000 or more users with critical applications	
2	Three (3) years' experience with enterprise information systems, supporting 5000 or more users in complex IT departments	
3	Either a B.S or B.A degree (4 year) with five (5) years' experience as a Systems Analyst [or in lieu of a Bachelor's degree have a two-year Associates degree with seven (7) years of experience as a Systems Analyst]	
	Systems Analyst DESIRED SKILLS:	Provide company name, dates, and details where the resource demonstrates the skills
4	Two (2) years' experience with health insurance programs/Affordable Care Act	
5	Certification through an established Business Continuity, Disaster Recovery, or Risk Management regulatory body such as DRII, BCI, or RMA	
6	At least three (3) engagements lasting a minimum of three (3) months each in a Systems Analyst role developing and delivering comprehensive COOP, DR, and HA plans	
7	Two (2) years' working experience in complex IT multi-vendor or multi-team IT environment	

8	Two (2) years' experience using business continuity software which houses recovery documentation about people, assets and applications, generates dynamic reports and dashboards, generates call lists and notifies employees, charts dependencies, etc.	
9	ITIL Foundation Certification	

3. Cost Proposal

Include a separate document labeled "Cost Proposal" which includes the name of each resource being submitted, the category being submitted for and their corresponding proposed hourly rate.

4. Conflict of interest statement as it relates to this project

5. Additional Statement and forms:

Required forms to be returned or additional provisions that must be included in proposal

1. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>
2. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
3. Affidavit of non-collusion <http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
4. Certification Regarding Lobbying (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/lobbying.doc>

Proposal Submission Instructions

- **Vendor is limited to 2 (two) resume/candidate submissions in response to the Request for Offers**
- **Response Information:** The resume and required forms must be transmitted via e-mail to:
 - Chris Webber, Application Support Division DBA Supervisor
 - Christopher.t.webber@state.mn.us
 - Email subject line must read: BCM/DR
- Submissions are due according to the process schedule previously listed.
- **A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.**
- **You must submit an email with your response or email notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability/Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise

impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at: <http://mn.gov/mnit/programs/policies/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by veterans**.

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation**. Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Work Force Certification

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

Equal Pay Certification

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.